

Professional Experience

Software Development Engineer LivePerson, Seattle, WA March 2021 – Present

- Building curiously human conversational AI. I work primarily in AI infrastructure and on products that allow brands to tailor automations and AI integrations in their customer chat and messaging experiences
- Developed technical design and specification of microservices architecture for Dynamic Routing product offering which enables highly personalized consumer journeys using Node.JS, Kafka, Couchbase, MySQL, Kubernetes
- Developed a workspace UI for Conversation Orchestrator service and Analytics UI Dashboard to track API usage metrics
- Developed APIs to enable AI driven suggestions via automations (bots) for known, repeatable processes
- Created performance testing and reporting scripts using Locust to test the system for different types of traffic shapes under different conditions like load, stress, spike, and soak
- Added monitoring and alerting components for various services using Prometheus, Anodot, and Grafana
- Currently working on Dynamic Actions product to achieve better conversation outcomes with real-time signals like consumer intent, conversational context, behavioral data, operational events, demographic attributes and execute actions configured by brands such as escalations, invoking internal or external flows, sending proactive alerts, personalizing campaigns and more

Software Engineer Co-op Nokia, Naperville, IL March 2019 – Dec 2019

- Created a chatbot for Small Cell 5G Systems Engineering team to assist the development and deployment of 5G RAN architecture
- Developed a service gateway for chatbot to make necessary API calls and integrated it with Nokia MIKA framework using Java
- Designed and implemented REST APIs for an internal search engine that leverages machine learning and exposed the APIs endpoints to the chatbot using Python
- Optimized performance of the chatbot by multi-threading API calls thereby reducing server overhead by more than 70%

Technical Skills

Programming Languages: JavaScript, TypeScript, Java, Python, Swift, PromQL

Web Technologies: ReactJS, Node.js, Express.js, Next.js, HTML 5, CSS3, Styled Components, REST APIs, Flask

Database: SQL, NoSQL, Couchbase, MongoDB, MySQL, DynamoDB

Platforms / Tools: Git, Grafana, Kibana, Kafka, Jenkins, TeamCity, JIRA, Swagger/OpenAPI, Linux, GCP, Kubernetes

Testing: Jest, Cypress, Locust, React Testing Library, JMeter, Postman

Independent Projects

Chess-App: (<https://github.com/mihirsalunke/iOS-ChessApp>) May 2020

- Successfully developed a Chess App with responsive UI for iOS devices (iPhones and iPads) using Swift and Xcode
- Integrated it with an open-source chess API engine which supports single-player and multiplayer modes
- Created a Chess AI implementing the Minimax algorithm and Alpha-Beta pruning

Recipe Web App: (<https://github.com/mihirsalunke/Recipe-App>) April 2019

- Developed a web application for storing food recipes using ReactJS for the view layer and Express – Node.js serving as the backend and implemented RESTful web services to add recipes, get the list of recipes and get recipe details

Student Course Registration System Feb 2019

- Developed a RESTful web service using JAX-RS Jersey, with APIs performing CRUD operations. Allowing students, professors, and registrars to create, register and manage courses. Core technologies used were DynamoDB for persistence, SNS for email notifications, Lambda for serverless computing, and Step functions for orchestrating workflows.

Vehicle Dealership and Inventory Management System Nov 2018

- Designed and developed a vehicle search system with features such as filtering, sorting and updating inventory
- Implemented design patterns via Java Interfaces to improve code readability by 20%
- Applied Object-Oriented Programming methodologies to update and access data to and from the database using JDBC

Education

Northeastern University, Seattle, WA **GPA: 3.9/4.0**
Master of Science in Information Systems Dec 2020

Savitribai Phule Pune University, India May 2017
Bachelor of Engineering in Electronics and Telecommunication